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DECLARATION AND POWER OF ATTORNEY FOR ORIGINAL U.S. PATENT APPLICATION

Attorney's Docket No. ASPTP001

As a below-named invento	r, I hereby declare	that:	
My residence, post office a	ddress and citizens	ship are as stated below next to my name.	
plural names are listed bel	ow) of the subject	inventor (if only one name is listed below) or armatter which is claimed and for which a patent ESS CONTACT CENTER the specification of whether the specification of which is the specification of the sp	t is sought on the invention entitled
(check one)	1. X is attache	d hereto.	
	U.S. App	onlication No mended on	
	Internation	ononal PCT Application Noomended on	
I hereby state that I have amended by any amendment	reviewed and und nt referred to above	erstand the contents of the above-identified sp	ecification, including the claims, a
I acknowledge the duty to 37, CFR § 1.56.	disclose informati	on which is material to the examination of this	application in accordance with Title
Prior Foreign Applicatio	n(s)		
for patent or inventor's ce	rtificate, or § 365(isted below and h	r Title 35, United States code, § 119(a)-(d) or § a) of any PCT International application which are identified below, by checking the box, as application having a filing date before that of	designated at least one country other ny foreign application for patent o
(Application No.)	(Country)	(Filing Date)	165140
			Yes No
(Application No.)	(Country)	(Filing Date)	
Provisional Application(s)		
I hereby claim the benefit	under 35 U.S.C. §	119(e) of any United States provisional applicat	ion(s) listed below:
60/270,662		February 20, 2001	
(Application No.)		(Filing Date)	
(Application No.)		(Filing Date)	
(Application No.)			
		(Filing Date)	

Prior U.S. Application(s)

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or § 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

(Application No.)	(Filing Date)	(Status - patented, pending, abandoned)
(Application No.)	(Filing Date)	(Status - patented, pending, abandoned)

Power of Attorney

And I hereby appoint Charles C. Cary, Reg. No. 36, 764 and Robert H. Kelly, Reg. No. 33,922, all of the law firm of **CARY & KELLY**, LLP, 1875 Charleston Road, Mountain View, California, 94043, and all practitioners who are associated with this firm as my principal attorneys to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby grant the above appointed attorneys the right to insert the U.S. Patent Application number, filing date and amendment date where space is provided above at any time subsequent to the date of the inventor's signature below.

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Atty. Dkt. No.: ASPTP001

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(Revised 3/29/99)

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